|  |
| --- |
| JOB IDENTIFICATION |
| Job Title: Patient Flow Team Leader  Responsible to: Community Flow, Delayed Discharge and Integrated Discharge Hub Manager  Professionally Accountable to : Lead Nurse  Department(s): Front Door Team, Victoria Hospital, Kirkcaldy    Operating Division: Health and Social Care Partnership  No of Job Holders: 1  Last Update (insert date): March 2022 |
| 2. JOB PURPOSE |
| * Working in collaboration and partnership with Health and Social Work colleagues, ensure efficient patient flow between Acute care at VHK and the wide range of community services including downstream beds, ICASS and Social Work Department. * Within the Hub, carry out a comprehensive assessment for patients on the wards ensuring the appropriate patient pathway is established for each individual, including the assessment for homecare services, put in place any requirement from external agencies, equipment and support required to facilitate discharge or transfer to another facility. Liaise with MDT and support patients, their families and their significant others. |
| **3. DIMENSIONS** |
| The Team Leader will be managerially responsible to the Community Flow, Delayed Discharge and Integrated Discharge Hub Manager  and professionally responsible to the Lead Nurse (West Fife).  In conjunction with other Intermediate Care staff, the Patient Flow Team Leader will provide a service to assist allocation of appropriate community support for patients when leaving hospital, or to prevent admission to hospital, addressing complex health and social care needs and ensuring equity of service across the Divisions |

|  |  |
| --- | --- |
| **4. Organisational Position**  Clinical Service Manager  Team Leader – THIS POST   |  | | --- | | Patient Flow Co-ordinators | |
|  |
| 5. ROLE OF DEPARTMENT |
| The Fife wide Hub is an integral part of the community services which provides a wide range of services as an alternative to acute hospital admission and to support hospital discharge at the earliest opportunity this includes Hospital at Home and Intermediate Care provision in the home.  The Hub will ensure that early decisions are made for patients within acute settings to ensure return home is not delayed. The main role of the Hub is to eliminate delays and ensure an effective seamless pathway out of hospital or another facility for patients with more complex needs.  Supported Discharge is available to Fife residents within the all areas of Fife and the role of the Hub is to work closely with the clinical teams within Acute and community services across Fife and neighbouring localities, identifying appropriate patients to facilitate early supported discharge or requirement for downstream bed. |

|  |
| --- |
| 6. KEY RESULT AREAS |
| **6.1 Clinical**   * This will involve assessment on the wards and assessment based on information given by referrers and decision making with regard to appropriateness of each referral. * Facilitate discharge through liaison and negotiation with patients, relatives/ carers and the multi-disciplinary team, identifying and arranging the most appropriate support for each individual once they are medically fit for discharge * Act as lead practitioner for patients using skills and knowledge for assessment and use clinical judgement and reasoning skills to co-ordinate safe discharge home, care facility or community hospital thereby reducing the number of patients becoming delayed. * Initiate and co-ordinate multidisciplinary/agency assessment process and subsequent care and support packages to facilitate discharge. * Carry out comprehensive assessment of patient need through use of a holistic assessment * Work collaboratively with all relevant members of the multi-professional and multi-agency team (including doctors, nurses, occupational therapists, physiotherapists, social work staff, (both hospital and community based staff), private support agencies and voluntary organizations. * Apply a high level of understanding of the effect that physical/mental illness and disability can have on a patient’s life. * Work closely with the patient and their relatives/carers to ensure their full understanding of the planned support. * Operate within the framework of the Fife Joint Health and Social Care Discharge Protocol * Develop clinical expertise within area of responsibility.   **6.2 Documentation**   * Ensure that up to date written and electronic records are maintained in accordance with NMC/HPC and NHS Fife policies * Ensure that all documentation reflects accurate record of patient information whilst maintaining confidentiality and dignity * Comply with relevant national legislation e.g. Freedom of Information Act, Data Protection Act * Contribute to the collection of data for performance indicators. * Maintain patient documentation, records and accurate statistical information to reflect care provided and meet professional standards.   **6.3 Clinical Governance**   * Implement and maintain appropriate clinical guidelines ensuring clinical effectiveness to optimise patient care * Contribute to Clinical Governance and local improvement targets * Broaden research and development skills by participating in local audit and research projects * Comply with all relevant NHS Fife and local policies and procedures including those relating to Health and Safety, Risk Management, Confidentiality of Information, Complaint handling and Infection Control * Comply with relevant code of conduct and agreed standards of practice. * Demonstrate continued Professional Development through participation in internal and external development opportunities, and through use of a portfolio * Attend local groups, meetings, conferences and events that enhance or impact on the service and increase knowledge and skills as relevant.   **6.4 Managerial**   * Manage the PFC’s on a daily basis including induction, recruitment, appraisal, performance management, absence management and capability and conduct concerns and first level grievance. * Lead, motivate, develop and retain the nursing team utilising mentorship, objective setting and appraisal, enabling educational needs of nurses to be met. * Contribute to, and support, the provision of clinical practice for pre-registration and appropriate post-registration students to fulfil curriculum requirements and ensure that appropriate educational opportunities are provided. * Be responsible for ensuring budgets are met by control of staffing and stock use * Ensure that ongoing personal development needs and professional education and research are identified and met. * Review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal. * Participate in professional development planning * Follow departmental guidelines and procedures  6.5 Service Planning  * Contribute to the service and the efficient delivery of patient flow within the Acute Hospitals and CHP. * Contribute to the evaluation of the service in collaboration with Health and Social Work colleagues. * Participate in the operational planning and implementation of service delivery * Effectively manage competing demands within an unpredictable environment. * Respect the individuality, values, cultural and religious diversity of patients and staff and contribute to the provision of a service sensitive to those needs.   **6.6 Education and Training**   * Contribute to the promotion of Supported Discharge, Intermediate Care and Hospital at Home by participating in presentations and teaching of health care and social work staff * Promote the effective use of the Fife Joint Health and Social Care Discharge Protocol thereby contributing to the reduction of delayed discharges * Be aware of the NHS staff governance standards and ensure that duties undertaken comply with staff governance. * Participate in induction and orientation programmes.   **6.7 Health and Safety**   * Ensure the health and safety of self, patients and other staff * Use own initiative and discretion to assess risk when recommending patient pathway. * Comply with NHS Fife organisational policies, procedures and training * Ensure that practices and procedures are carried out within the regulations of the Health & Safety at Work * Independently complete the reporting of accidents, incidents or near misses. * Ensure own actions support local policies on equality, diversity and human rights. * Undertake Risk assessment of own practice and workplace activities. |
|  |
| 7a. EQUIPMENT AND MACHINERY |
| The post holder may use various pieces of equipment including:-   * Personal Computer (including Intranet, email, Word, Excel, PowerPoint and database management) * Mobile phone * Hospital Bleep |
| **7b. SYSTEMS** |
| The post holder will be responsible for:-   * Computer systems (Health and Social Work) * Patient access database * Statistics spreadsheets/excel * Power point presentations (occasionally) * E-expenses * Specialised assessment tools * Maintaining clear, up to date and accurate records, sharing necessary information with   other agencies as required (with permission of the patient), with due regard to confidentially   * Ensuring up to date written and electronic data is maintained in accordance with   Professional and NHS Fife standards   * Single Shared Assessment (SSA) * Administrative systems e.g. incident reporting system, change forms. |
|  |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Work autonomously within Fife hospitals to ensure effective patient flow. * Work will be generated by the need for discharge, prevention of admission and general referrals to the Intermediate Care and Hospital at Home Service. |

|  |
| --- |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder will:   * Make daily decisions in conjunction with the multi-agency team relating to whether patients can be safely managed at home. * Practice autonomously as detailed within the NMC/Health Professions Council Code of Practice. * Accountable for decisions and actions taken. * Resolution of complaints from patients and others and determining when to refer to Line Manager. * Co-ordinating and supervising other team members and taking remedial action as required to resolve disputes/staff problems within own team. * Contribute to the development and evaluation of the service making recommendations for future service delivery and provision. |
|  |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Making decisions with the MDT regarding a patient’s ability to return home. * Multi-agency working across traditional professional boundaries. * Assessment and management of risk. * Prioritizing competing demands. * Participate in the introduction and consolidation of changes to practice. * Participating in the development of a whole system approach to the management of older people and those with mental health issues. |
|  |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communicate with patients who may have complex medical problems and require highly developed interpersonal skills, * Identify and modify the most appropriate communication method depending on the individual requirements e.g. hearing or visual impairments, learning difficulties, cognitive impairments, language differences, disinterest, anxiety or perceptual problems. * Communicate with empathy information which may be sensitive or contradictory to patient/carer expectation * Negotiate appropriate support based on an assessment of the patient's needs utilising appropriate assessments * Promote awareness of the service and generate appropriate referrals for supported discharge, Intermediate Care, Hospital at Home and the Hospitals within Primary and Secondary care. * Meet regularly with other members of the extended team. * Negotiate and interact effectively within the MDT to optimise patient care. |

|  |  |
| --- | --- |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Skills:**   * Key board skills * Ability to travel within the locality and to Tayside Hospitals if required * High level of observation skills. | **Physical Demands:**   * A significant element of walking, standing and sitting or a daily basis |
| **Mental Demands:**   * Frequently responding to changes in patients condition – this requires being alert in order to undertake a high standard of clinical reasoning involving constant reassessment and decision making regarding clinical management. * Concentration required when treating/working with patients throughout day. * Continuous levels of motivation and encouragement are required to keep the patient focussed during the assessment process. * Unpredictable interruptions necessitating diversion of concentration to other issues e.g. from HR to clinical, financial to quality. * Compilation of written reports to meet deadlines. * Exposure to unpredictable questions from the patient/carers, which require immediate answers. * Long periods of intense concentration when participating in and facilitating multi agency meetings. | **Emotional Demands:**   * Communicating with distressed/anxious/worried patients/relatives throughout shift * Providing on going emotional support for staff, patients and carers. |
| **Environmental Conditions:**   * Occasional exposure to a degree of verbal abuse from patients, relatives and members of the public * Frequent lone working * Frequent daily use of keyboard / IT skills for extended periods * Needs led service which leads to peaks and troughs in activity * Frequent periods of concentration required when completing documentation, organising appropriate services and inputting information to databases. * Frequent interruptions with unpredictable workloads. * Communication with anxious patients and relatives/ carers. | |
|  | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| * 1st Level Registered Nurse or AHP equivalent *(with current registration with appropriate professional body)* * Educated to degree level, or working towards, or equivalent level of experience * Staff Management/Leadership Skills * Evidence of continuous professional development * Ability to embrace and lead on change * Good organisational, communication and interpersonal skills * Problem solving skills * Ability to work well under pressure and motivate the team * Ability to work on own initiative * Ability to work flexibly as part of a team * IT skills * A level of English Language competency and communication skills necessary to perform this role safely and effectively | |

|  |  |
| --- | --- |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |